



Virginia Health Benefit Exchange (HBE) Assister/Navigator FAQ

August 31, 2023

1. Is there a period of time for a ticket to get resolved?

The turnaround time will depend on the type of the ticket. Simple cases can generally be resolved very quickly, while more complex cases can take additional time. The Contact Center has a very high rate of customer satisfaction and first call resolution.

2. If a current Medicaid enrollee recognized that their monthly income will start exceeding 138% FPL before they are redetermined as eligible/ineligible during Medicaid Unwinding, are they obliged to report that change in income prior to receiving a redetermination?

For information about renewing Medicaid coverage or reporting income changes, visit <https://www.dmas.virginia.gov/for-members/renew-coverage-report-a-change/>.

August 24, 2023

1. We are still trying to get some of our CAC's registered for the VA training. What do we need to do?

If an assister or navigator did not receive an email from no-reply@scc.virginia.gov with login instructions, they should send an email to MarketplaceLMS@scc.virginia.gov to request access to the training.

2. Are we allowed to share public facing flyers with the new website after October 10th?

You will be able to share flyers, and we will confirm the date that will be available.

August 4, 2023

1. Will Medicaid determinations/assessments be done automatically when an application is completed?

Yes. Virginia's platform will make MAGI determinations for Medicaid.

- If consumers are determined eligible for Medicaid or FAMIS by Virginia's marketplace, their information is transferred to Cover Virginia or their Local Department of Social Services (LDSS) agency to process their enrollment.
- If consumers are assessed as potentially eligible for Medicaid or FAMIS by Virginia's marketplace their information is referred to Cover Virginia or the LDSS agency for review.

2. If an Assister creates a ticket for a consumer, does the assister receive notice when the ticket is resolved, or does only the consumer receive notice?

The Assister will be able to view the ticket in the consumers account, including the resolution. However, the assister will not receive a notice. The consumer will receive the notice.

July 28, 2023

1. Does the existence of tickets mean there won't be any real time access to help?

No. Assisters will also have access to the Consumer Assistance Center and can be served in a dedicated cue.

2. Can you request that an existing ticket be reopened if it is indicated as resolved but the consumer still has an issue, or it was resolved in a manner that was not satisfactory? Or will a new ticket need to be submitted?

A ticket can be re-opened if it was closed previously without creating a new ticket.

3. Can a ticket that was initiated with the call center be added to an online account?

Generally, if an issue is resolved during the call with the Call Center, a ticket will not be added to the consumer's account. If a call results in a need for additional research for resolution, a ticket will be added to the consumer's account.

July 21, 2023

1. Can verification documents be submitted by mail?

Yes, consumers can opt to submit verification documents by mail if they are not able to upload via their account dashboard. The mailing instructions and address will be available in the consumer's notices and on the website.

July 14, 2023

1. Is Language preference recorded in the client profiles?

Yes, the primary contact will select their primary spoken and written language in their account.

2. If application is created by Broker/Agent, can consumer then access account directly?

Yes, the consumer can access their account directly if it is created by an agent or assister. The agent has the option to input the consumer's email address when creating their account, and this will send an email to the consumer to activate their account.

3. What do you enter if it is a virtual office?

The physical address for an office location is not required. If the manager does not provide a physical address for a specific site, the system will not display an address in the search results to consumers. The Agency can provide an email address and phone number to be contacted by consumers instead.

4. What happens if a patient does not have an email?

An Assister can create an account on behalf of a consumer without an email address. The email address field is not required and would be left blank.

5. Is there a window-shopping function that does not require a client account?

Yes, Virginia's Insurance Marketplace website includes an anonymous shopping flow where consumers can view available plan details and premium amounts without creating an account.

July 7, 2023

1. Will the Virginia Marketplace require multi-factor authentication (MFA) to log in? If so, what are the options for consumers who do not have texting options on their phone?

When a new consumer creates an account, the consumer has the option to receive a text message or a phone call with the access code for authentication. Consumers with phone numbers or land lines that do not support text messages would elect the option to receive a phone call with the access code. After the account is created, the consumer only needs to enter their email and password to log-in.

June 30, 2023

1. Will a paper application for Virginia's marketplace be available?

A paper application will be accessible on the Exchange website.

2. Will there be a call center to provide assistance for support on the website?

Yes, the Consumer Assistance Center will be available.

3. Is there a mechanism for a consumer to delink their account from the agent's account?

Yes, consumers will have the ability to de-designate an agent as their agent of record, either in the portal or with the Consumer Assistance Center.

4. If no email, can consumer call the call center to gain direct access?

Yes. The Consumer Assistance Center will be able to help a consumer gain access to their account.

5. Will there be trainings required other than FFM training? If “Yes”: What are the cutoff dates for training?

Virginia's Exchange will require Virginia specific training and certification. Registration for training will open on July 28th and training will open on August 11th. The Exchange will send email invitations for assisters to register.

6. When will Virginia’s Exchange website be available?

A soft launch for assisters is expected in late September, and a soft launch for consumers will be available on approximately October 10th.

June 2, 2023

1. Is the translation into Spanish done by Google or was it translated separately?

The website will be translated by a professional translation service.

2. Can consumers review other applications submitted prior 2024? Or should they access healthcare.gov for this information?

Consumer PY 2023 data will be able to be accessed through healthcare.gov. Virginia's system will maintain record for Plan Year 24 and all time moving forward.

3. What happens if consumers take more than 5 prescriptions?

The system allows for multiple searches to be done to assess the full number of prescriptions needed.

4. Can you review the options for consumers who do not want to pay now?

Consumers that do not select PayNow, will get an invoice from their insurance carrier. Even if they do elect PayNow, issuers send the invoice via mail.

5. Will there be a call center to provide assistance for support on the website?

Yes, Consumer Assistance Center representatives will be trained and able to provide support on the website.

6. Are agencies with multiple agents able to work on clients together? Some type of shared access? a

Agency managers have access to all accounts associated with their agents' books of business, so shared access is with agency managers.